



# AGE FRIENDLY COMMUNITY PLAN



September 2017



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# THE PLAN AT A GLANCE

The community engagement workshops and survey undertaken to develop this Plan, indicated that those who participated, valued the outdoor spaces, buildings, and opportunities to participate in social events and activities within the Shire. Communication and information was also rated highly but with room for improvement.

Participants were keen to receive feedback on the outcome of the consultations they participated in, and have access to the final 'York Age Friendly Community Plan.'

The Shire of York is committed to developing an age-friendly community for all residents which addresses the common concerns raised during community engagement. This Plan identifies several actions in response to the feedback received from the community surveys and consultation. High priority actions include:

- Support for the availability of a Doctor at the hospital
- Facilitation of possible voluntary uber-style system ("Yorber"), to improve transport for medical and health services, recreation, community events and volunteering activities
- Facilitation and advocacy for aged care facilities and services that allow people to 'age in place'
- Ensuring suitable housing diversity is considered in the Town Planning Scheme review
- Progressively improving local footpaths and access to buildings
- Pursue funding for a new universal access toilet facility in Avon Terrace
- Raise awareness of the potential business opportunities in the provision of services (e.g. maintenance and modifications) for seniors in their homes
- Improve seniors' engagement

# INTRODUCTION

Planning for an ageing population has never been more important. The most recent projections for Western Australia<sup>1</sup> estimate that one in three people in WA will be 60 years and over by 2026. Many local governments are responding to these demographic changes by building age-friendly communities that promote active ageing and ageing in place.

An ageing community is not just a service driver, but also an opportunity to tap into the widespread social and economic benefits of seniors. Age-friendly planning is more than accommodation, facilities and services – important as those things are. It is also about other quality of life factors like access, employment and belonging.

Comprehensive and genuine engagement with seniors can lead to stronger intergenerational relationships, empowerment of individuals, increased levels of physical and mental health and wellbeing, and increased contribution to the community.

## Limitations

This Plan has been developed through a combination of research, engagement, analysis and action planning. In the course of its preparation, a number of limitations were encountered, as follows:

- Whilst there was a pleasing level of participation in the survey, the focus groups consultations were poorly attended by both service providers and seniors.
- Only 29% of survey respondents were male
- The WHO Age-Friendly Community Framework seeks to engage and consult with the carers of seniors as a distinct group in the development of Age-friendly Community Plans. As York is a small community, and many senior residents care for one-another, the distinction between the classification of 'carer' or 'senior' participant was not made for the purposes of this Plan.

## Date of Adoption and Review Schedule

The Age Friendly Community Action Plan was adopted by Council on [date TBA]. It is a long-term plan, looking ahead for the next ten years. However; it is not fixed for ten years – it would be long out of date by then. The Shire intends to review the plan at least every four years.

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<sup>1</sup> Department of Planning, WA Tomorrow (2015) <https://www.planning.wa.gov.au/publications/6194.aspx> retrieved 17 August 2017

# WHAT IS AN “AGE FRIENDLY COMMUNITY PLAN”?

An Age Friendly Community Plan identifies priorities and actions discovered through a process of research, engagement and analysis. It identifies the age friendly barriers and areas for improvements that have been recognised by the community and Council. An Age Friendly Community Plan is an Informing Strategy under the Integrated Planning and Reporting (IPR) Framework and needs to be resourced and prioritised in the Shire’s ongoing corporate planning process.

The Plan seeks to ensure the community is one which encourages “...active ageing by optimising opportunities for health, participation and security in order to enhance the quality of life as people age” (World Health Organisation)<sup>2</sup>.

An Age Friendly Community is one that:

- recognises the wide range of capacities and resources among older people;
- anticipates and responds to ageing-related needs and preferences;
- respects older people’s decisions and lifestyle choices;
- protects those who are most vulnerable; and
- promotes older peoples inclusion and contribution in all areas of community life.<sup>3</sup>

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*Participation, Care, Self-fulfilment and Dignity are the foundation principles for age friendly cities and communities*  
– World Health Organisation

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A community that exhibits these qualities is not only an age-friendly community, it tends to better cater for the whole population.

In addition to this, older adults generally prefer to ‘age in place’, that is; remain in their own home, and continue to be part of their community. Older adults feel safe, valued and respected in their own community and local governments have a key role in ensuring this can occur.

The Shire of York Age Friendly Community Plan is based on the Western Australia State Government’s “Age Friendly WA: The Seniors Strategic Planning Framework”, which in turn is based on the World

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<sup>2</sup> World Health Organisation’s ‘Global Age-friendly Cities: A Guide’, [http://apps.who.int/iris/bitstream/10665/43755/1/9789241547307\\_eng.pdf](http://apps.who.int/iris/bitstream/10665/43755/1/9789241547307_eng.pdf)

<sup>3</sup> Taken from WHO website, Age – Friendly World: <https://extranet.who.int/agefriendlyworld/age-friendly-in-practice/> and Department of Communities website, ‘Age Friendly Communities’ <https://www.dlgs.wa.gov.au/CommunityInitiatives/Pages/Age-Friendly-Communities.aspx> , extracted on 31/08/2017.

Health Organisation (WHO) Guide to Age-Friendly Cities and Communities. The WHO Guide sets out eight domains of an age friendly community, that for the purposes of this Plan, have been adapted slightly to include ‘Sport and Recreation’ as a domain in its own right<sup>4</sup>, as this area is such a high priority for Australian communities.

The Plan therefore includes an assessment of age-friendliness against the nine domains outlined in **Error! Reference source not found.** below.

Table 1: Age-Friendly Domains and Goals

No.	Domain	Goals <sup>5</sup>
1	Health and Community Services	Seniors are helped to stay healthy, active and independent through health services and community services
2	Outdoor Spaces and Buildings	Seniors live in an environment that includes open spaces, and buildings that are safe and easy to navigate
3	Transportation and Movement	Seniors can get out and about, using a range of affordable, user friendly transport service; and safe, accessible paths
4	Housing	Seniors housing options are affordable, accessible and close to transport and community services
5	Sport and Recreation	Seniors are supported to be active in sport and recreation activities within their communities
6	Social Participation	Seniors are supported to be active in their communities doing the things they enjoy including a wide range of leisure, social, cultural, and spiritual activities
7	Respect and Inclusion	Seniors from all backgrounds are valued and appreciated, and they contribute to local decisions and issues. No one is excluded based on race, geography, culture, language, gender, sexuality, ability or socioeconomic status
8	Civic Participation and Employment	Seniors participate in employment, training, lifelong learning and volunteering.
9	Communication and Information	Seniors access information they need in a variety of formats to stay informed and connected to their communities, families and friends.

<sup>4</sup> ‘Sport and Recreation’ is a sub-domain in the WHO Guide to Age-friendly Cities.

<sup>5</sup> The goals listed above in Table 1; Column 3 are adapted from the Queensland Government’s Department for Communities, Child Safety and Disability Services ‘Age-Friendly Communities – Good Practice Review, March 2017, <https://www.communities.qld.gov.au/resources/communityservices/seniors/gafc-good-practice-review.pdf> accessed on 01/09/2017. Note that this plan separates ‘Sport and Recreation’ from Social Participation, so a specific goal has been added accordingly.

# HOW THIS PLAN WAS DEVELOPED

The findings of the activities below were used to identify the key issues facing the Shire today, and the priority actions.

## Research

An understanding of the Shire of York's population profile and projections was gained, mainly through consideration of the Australian Bureau of Statistics Census data (2011 and 2016) and the Department of Planning's population projections published in *WA Tomorrow*. In addition, research was undertaken into identified trends and issues impacting the lifestyles, expectations and needs of seniors, now and in the future.

## Age-Readiness Audit

An Age-Readiness Audit of the Shire of York was conducted using the Wheatbelt Development Commission's (WDC's) *Age-Friendly Community Planning Audit Tool* in July and early August 2017. The tool digitally maps the location, condition and convenience of age friendly services and places, to identify current gaps and future projects for prioritisation. The audit was used to inform the Age-friendly Community Plan and guide future activities and investments within the Shire's broader planning process.

## Seniors' Satisfaction Survey

A Seniors' Satisfaction Survey was created using the *Age Friendly Communities, A Western Australian Approach* developed by WA Department for Communities Seniors and Volunteering as a toolkit to assist age-friendly planning within WA communities.

The Survey was launched electronically on the Shire of York's webpage and also distributed in paper form by the Shire.

## Community Focus Groups

The Shire conducted community focus groups to identify features and barriers in the Shire's physical and social environment which impact on its age-friendliness. Participants were also asked to contribute suggestions for improvements. A total of three focus groups were conducted: one with seniors and carers, one with general community members and one with local service providers and community members.

## Reference Group

The Shire of York established a reference group, which met several times to guide and support the development of this Age Friendly Community Plan.

# WHO ARE OUR SENIORS?

The concept of ageing is not a fixed concept, especially when considered over time. For example, 'retirement age' used to be a meaningful term but is virtually meaningless now. The Australian Bureau of Statistics (ABS) has been monitoring the retirement intentions of Australians over a number of years. The latest results (2014/15) show that Australians aged 45 years and over are intending to work longer than ever before, with 71% of persons intending to retire at the age of 65 years or over, compared to 66% in 2012-13 and 48% in 2004-05.

Nearly a quarter of persons aged 45 years and over (23%) are intending to retire at the age of 70 years or over, compared with only 8% in 2004-05. The average intended retirement age is 65 years (66 years for men and 65 years for women).<sup>6</sup>

Significant age-related entitlements in Western Australia are available at a variety of ages:

- WA Seniors Card 60-65 (by July 2023)
- Australian Age Pension 65-67 years (by July 2023)
- Superannuation preservation age (55-60) (by 2024)
- Minimum age for retirement villages generally 55

So, the term 'senior' is not precisely defined, and the age at which an individual identifies as a senior depends on a number of factors which may include health, employment status, and societal norms, amongst others.

The "Age-friendly Communities - A Western Australian Approach"<sup>7</sup> suggests the age of 60+ for engagement in the development of an Age-friendly Community Plan. However, for the purposes of this Plan, local residents between the ages of 55-60 years were also included as they will age into the 60+ year old cohort within the term of the Plan; and are therefore valid stakeholders.

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<sup>6</sup> Retirement and Retirement Intentions, Australia, July 2014 to June 2015  
<http://www.abs.gov.au/ausstats/abs@.nsf/mf/6238.0>

<sup>7</sup> Age-friendly Communities - A Western Australian Approach  
<https://www.dlgc.wa.gov.au/Publications/Documents/AgeFriendlyWAToolkit.pdf> Retrieved 28 February 2017

# KEY TRENDS

In the course of developing the Plan, six key trends impacting the lifestyles, expectations and needs of seniors were identified as follows:

- People are retiring later (see “Who are our seniors?” section above)
- People are living longer and staying fit and active longer – but ageing is also a driver of increasing disability
- Seniors are increasingly important carers and volunteers (see “Seniors as carers and volunteers” section)
- The internet is both an enabler of positive ageing for some and a barrier for others – the digital divide is a critical factor<sup>8</sup> (see “Key Findings of the Community Engagement” section)
- Societal and personal expectations of ageing have changed dramatically in recent generations and continue to change<sup>9</sup>
- It seems likely that technological changes in transport will enable a significant increase in mobility<sup>10</sup>

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<sup>8</sup> Source: Mason, C., Fleming, A., Paxton, G., & Singh, J. (2017). *Lifelong Participation Through Digital Technology*. CSIRO EP165189, Brisbane. <https://research.csiro.au/lifelong/lifelong-participation/> retrieved 1 August 2017

<sup>9</sup> Source: Kendig, H. et al (eds), 2016, *Population Ageing and Australia’s Future* <http://press.anu.edu.au/publications/population-ageing-and-australias-future> retrieved 1 August 2017

<sup>10</sup> Source: Mainroads WA, 2016, *Automated Vehicles: Are We Ready?* <https://www.mainroads.wa.gov.au/Documents/Automated%20Vehicle%20Report.RCN-D15%5E2381741.PDF> retrieved 1 August 2017

# COMMUNITY PROFILE

The Shire of York stretches over 213,159 hectares (2,131km<sup>2</sup>) and was the first inland settlement in Western Australia. It is situated within the Wheatbelt region of Western Australia and is one of the major wheat producing areas in Australia. The Shire is bounded by the Shires of Northam and Cunderdin to the north and northeast, Quairading to the east, Beverley to the south, and Mundaring and Kalamunda to the west. Its key townships are York, Gwambygine, Mount Hardey, Greenhills, and Kauring.

Figure 1: Map of the Shire of York



## Population and Age Profile

### Overview

Recent ABS 2016 Census data<sup>11</sup> for the Shire of York indicates that it has a notably older population with a median age of 51, significantly higher than that of Greater Perth with a median age of 36 years. Children aged 0-14 years made up just 17% of the population (2.1% lower than Greater Perth), whereas people aged 65 years and over made up 26.5% of the population (12.7% more than Greater Perth).

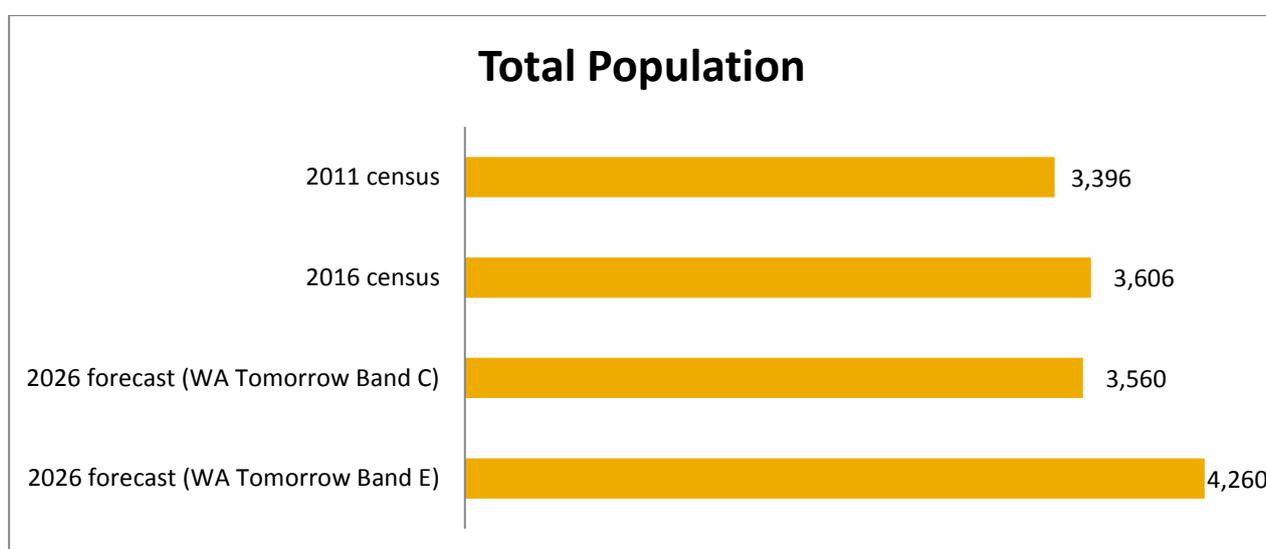
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<sup>11</sup> Source: Australian Bureau of Statistics. 2016 Census of Population and Housing. Community Profile – York (S) LGA and Greater Perth

Tables and figures in this section highlight the patterns of change in the Shire of York’s population between the 2011 Census and the 2016 Census<sup>12</sup>, as well as the projected population growth in the next decade to 2026<sup>13</sup>. These population trends have been considered in the formulation of this plan.

As shown in Figure 2 and Table 2, the Shire’s population has grown by just over 6% since 2011 to reach 3,606 residents five years later. This represents an increase of 211 residents. By 2026, the overall population forecast estimated by the WA Planning Commission (based on the 2011 census) was forecast to be 3,560 (Band C medium growth scenario) and 4,260 (Band E maximum growth scenario). It is anticipated that once updated with the 2016 census data, the new 2026 forecast will lie somewhere between these two projections.

Figure 2: Population Growth



Source: Australian Bureau of Statistics. 2011 Census of Population and Housing. General Community Profile. Catalogue number 2001.0 and 2016 Census of Population and Housing. Basic Community Profile Based on Place of Usual Residence. Catalogue number 2001.0

Western Australian Planning Commission. Western Australia Tomorrow. Population Report No. 10 Medium Term Population Forecasts for Western Australia 2014 to 2026 and Sub-regions 2016 to 2026. Retrieved 8 August 2017

As shown in Table 2, the proportion of residents aged 60 and above living in the Shire of York has increased considerably from 29% (972 residents) in 2011 to 36% (1292 residents) in 2016. This represents an increase of 33% (320 residents) in residents aged 60 and over between 2011 and 2016. The most significant increase of number of residents occurred in the age group 60 to 69 years (a 28% increase since 2011). This age group has also increased the most as a proportion of the population.

<sup>12</sup> Source: Australian Bureau of Statistics. 2011 Census of Population and Housing. General Community Profile and 2016 Census of Population and Housing. Basic Community Profile Based on Place of Usual Residence. Additional tables sourced from Census 2011 and 2016 Tablebuilder Basic datasets.

<sup>13</sup> Source: Western Australian Planning Commission. Western Australia Tomorrow. Population Report No. 10 Medium Term Population Forecasts for Western Australia 2014 to 2026 and Sub-regions 2016 to 2026. Retrieved 8 August 2017.

Table 2: Age Distribution 2011, 2016 and 2026

Age	2011 <sup>14</sup> Census (Persons)	2011 Census (%)	2016 <sup>15</sup> Census (Persons)	2016 Census (%)	Change 2016- 2011 Persons	Change 2016- 2011 (% 2011)	2026 <sup>16</sup> Forecasts (Persons)	2026 Forecasts (%)
0-9 years	389	11%	420	12%	31	8%	530	12%
10-19 years	418	12%	355	10%	-63	-15%	510	12%
20-29 years	235	7%	230	6%	-5	-2%	480	11%
30-39 years	312	9%	329	9%	17	5%	370	9%
40-49 years	481	14%	388	11%	-93	-19%	420	10%
50-59 years	588	17%	601	17%	13	2%	460	11%
60-69 years	541	16%	694	19%	153	28%	580	14%
70-79 years	299	9%	417	11%	118	39%	550	13%
80+ years	132	4%	181	5%	49	37%	360	8%
<b>Total</b>	<b>3395</b>	<b>100%</b>	<b>3606</b>	<b>100%</b>	<b>211</b>	<b>6%</b>	<b>4260</b>	<b>100%</b>
<b>Total 60+</b>	<b>972</b>	<b>29%</b>	<b>1292</b>	<b>36%</b>	<b>320</b>	<b>33%</b>	<b>1490</b>	<b>35%</b>

Please note the ABS makes small adjustments to protect the confidentiality of data. These adjustments may cause the sum of rows or columns to differ by small amounts from table totals.

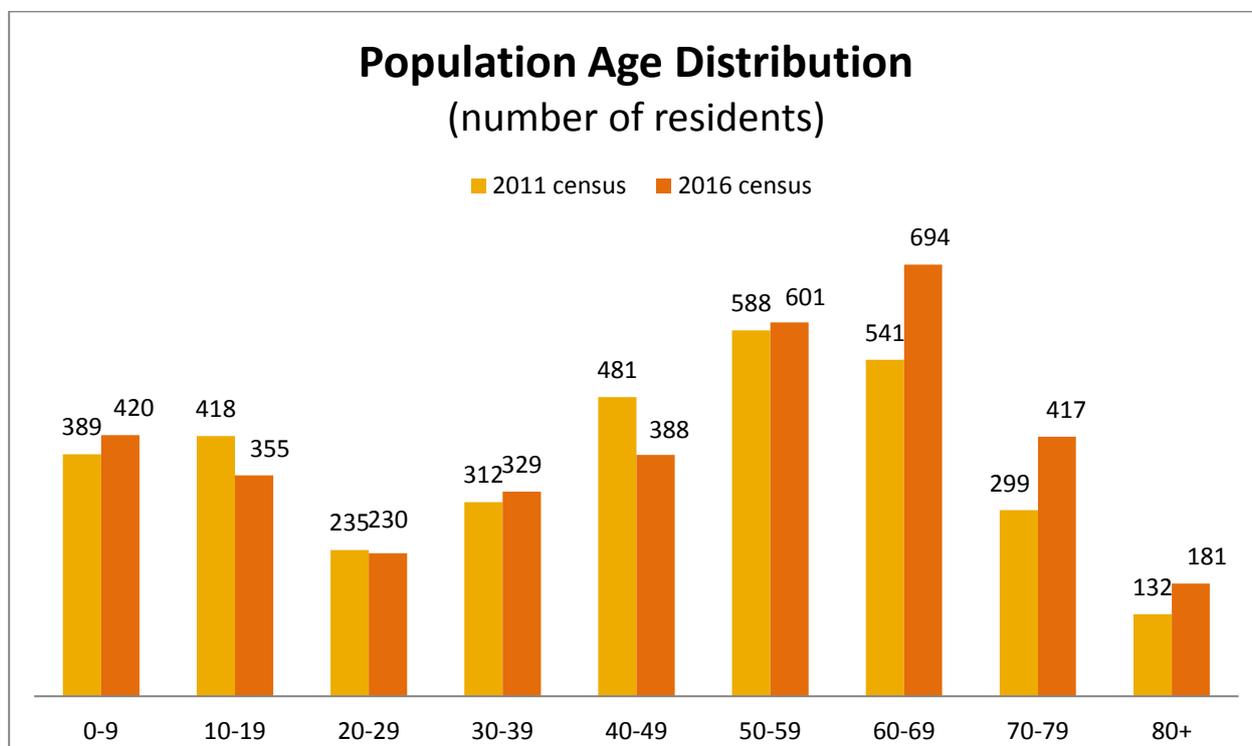
<sup>14</sup> Source: Australian Bureau of Statistics. 2011 Census of Population and Housing. General Community Profile. Catalogue number 2001.0

<sup>15</sup> Source: Australian Bureau of Statistics. 2016 Census of Population and Housing. Basic Community Profile Based on Place of Usual Residence. Catalogue number 2001.0

<sup>16</sup> Source: Western Australian Planning Commission. Western Australia Tomorrow. Population Report No. 10 Medium Term Population Forecasts for Western Australia 2014 to 2026 and Sub-regions 2016 to 2026. Retrieved 8 August 2017

Figure 2 highlights the changes in each age group between 2011 and 2016, and shows the fluctuation in the number of residents in each age group.

Figure 1: Age Distribution 2011 Census and 2016 Census



Source: Australian Bureau of Statistics. 2011 Census of Population and Housing. General Community Profile and 2016 Census of Population and Housing. Basic Community Profile Based on Place of Usual Residence

Please note the ABS makes small adjustments to protect the confidentiality of data. These adjustments may cause the sum of rows or columns to differ by small amounts from table totals.

### Aboriginal and Torres Strait Islander Population

While overall health and mortality indicators are improving over time, Aboriginal and Torres Strait Islander populations have different age distribution structures than the population as a whole. Aboriginal and Torres Strait Islander populations often have a larger proportion of residents distributed among the young age groups, and have a smaller proportion of seniors aged 60 and older.

As shown in Table 3, Aboriginal and Torres Strait Islander residents numbered 111 in the 2016 census (3.3% of the Shire’s population). By comparison with 2011, the Aboriginal and Torres Strait Islander population constituted 3.4% of the Shire of York residents (121 residents). The 2016 figures show a decrease of 8% in Aboriginal and Torres Strait Islander residents (loss of 10 persons). There were considerable changes cross all age groups, with loss of population across all age groups except for five more children aged 0-9 and five more seniors aged 60 and older.

In the Shire of York, the age distribution of the Aboriginal and Torres Strait Islander community is significantly different to the City’s population as a whole. As seen in Table 3, the 2016 census data shows 16% of the residents identifying as Aboriginal and/or Torres Strait Islander were aged 60 and older, compared with 36% for this age group in the total Shire population distribution shown in Table 2.

Table 3: Aboriginal and Torres Strait Islander Age Distribution 2011 Census and 2016 Census

	2011 Census	2011 Census %	2016 Census	2016 Census %	Change 2011-2016 Persons	Change 2011-2016 (% 2011)
0-9 years	22	18%	27	26%	5	23%
10-19 years	30	25%	20	19%	-10	-33%
20-29 years	14	12%	8	8%	-6	-43%
30-39 years	13	11%	9	9%	-4	-31%
40-49 years	16	13%	9	9%	-7	-44%
50-59 years	15	12%	14	14%	-1	-7%
60+ years	11	9%	16	16%	5	45%
<b>Total</b>	<b>121</b>	<b>100%</b>	<b>111</b>	<b>100%</b>	<b>-10</b>	<b>-8%</b>
<b>Percent of Shire Population</b>	<b>3.4%</b>		<b>3.3%</b>			<b>-0.1%</b>

Source: Australian Bureau of Statistics. 2011 Census of Population and Housing. General Community Profile and 2016 Census of Population and Housing. Basic Community Profile Based on Place of Usual Residence.

### Seniors with Disability

As shown in Table 4 below, the 2016 Census shows that 219 (approximately 6%) of the Shire's residents need some help with core activities such as self-care, mobility and communications because of a disability. Of these, 64% are aged 60 and over (140 persons).

Furthermore, the proportion of total residents in each age group requiring assistance increases dramatically for those aged 70 and over. One in four residents aged 80 years and older requires assistance (24% of age group or 52 persons in 2016).

Over the past five years, there has been a net 22% increase in the number of persons needing assistance (40 more persons).

Table 4: Has Need for Assistance with Core Activities (Self Care, mobility and communications)

	Need assistance 2011 Census	Need assistance 2011 Census (%)	Proportion of total age group 2011 (%)	Need assistance 2016 Census	Need assistance 2016 Census (%)	Proportion of total age group 2016 (%)	Change 2011- 2016 Persons	Change 2011- 2016 (% 2011)
0-9 years	8	4%	2%	3	1%	1%	-5	-63%
10-19 years	14	8%	3%	12	5%	3%	-2	-14%
20-29 years	12	7%	5%	13	6%	6%	1	8%
30-39 years	6	3%	2%	7	3%	2%	1	17%
40-49 years	14	8%	3%	5	2%	1%	-9	-64%
50-59 years	25	14%	4%	28	13%	5%	3	12%
60-69 years	46	26%	8%	48	22%	7%	2	4%
70-79 years	20	11%	7%	40	18%	10%	20	100%
80+ years	45	25%	34%	52	24%	28%	7	16%
<b>Total</b>	<b>179</b>		<b>5.3%</b>	<b>219</b>		<b>6.1%</b>	<b>40</b>	<b>22%</b>
<b>60+</b>	<b>111</b>	<b>62%</b>		<b>140</b>	<b>64%</b>			

Source: Australian Bureau of Statistics, 2016 Census - Cultural Diversity and 2011 Census - Disability, Carers and Need for Assistance. Table generated using Tablebuilder.

AGE10P - Age in Ten Year Groups by ASSNP Core Activity Need for Assistance and LGA

Please note the ABS makes small adjustments to protect the confidentiality of data. These adjustments may cause the sum of rows or columns to differ by small amounts from table totals

## Seniors as Carers and Volunteers

Seniors, particularly younger seniors, are becoming increasingly important as carers<sup>17</sup> and volunteers<sup>18</sup>, as summarised below and detailed in the following sections:

- 44% of persons providing unpaid assistance to others are 60 years and older
- there has been a 35% increase in seniors providing unpaid childcare in past five years
- 50% of volunteers are aged 55 and older

### Seniors as carers of other seniors

While 64% of persons needing assistance because of disability are 60 years and older (as noted in the previous section), so are 44% of persons providing unpaid assistance to others (see Table 5 below). This proportion has increased somewhat since 2011 (33%). The 2016 census shows a significant increase in the number of persons 60 years and older who have provided unpaid assistance to persons with disability (54 persons, an increase of 50%) since the 2011 census.

Lengthening life expectancy is leading to a rise in the need for assistance with core activities due to some form of disability. This is combining with an increased focus on home-based care and enabling seniors to remain in their own homes as long as possible. With that, larger numbers of seniors are themselves becoming carers – particularly for spouses, and/or very elderly parents.

Table 5: Provision of unpaid assistance to person(s) with disability

	2011 Census (persons)	2011 Census (%)	2016 Census (persons)	2016 Census (%)	Change 2011-2016 Persons	Change (%) 2011)
0-9 years	0	0%	0	0%	0	0
10-19 years	3	1%	14	4%	6	200%
20-29 years	21	6%	17	5%	-11	-52%
30-39 years	38	11%	32	9%	-8	-21%
40-49 years	74	22%	67	18%	-26	-35%
50-59 years	95	29%	82	22%	-28	-29%
60-69 years	75	23%	106	29%	0	0%
70-79 years	24	7%	33	9%	7	29%
80+ years	10	3%	24	6%	13	130%
<b>Total</b>	<b>331</b>		<b>371</b>		<b>-35</b>	<b>-11%</b>
<b>Proportion of total residents 15+</b>		<b>12%</b>		<b>12%</b>		
<b>60+ years</b>	<b>109</b>	<b>33%</b>	<b>163</b>	<b>44%</b>	<b>54</b>	<b>+50%</b>

<sup>17</sup> Source: Australian Bureau of Statistics, 2016 Census - Cultural Diversity and 2011 Census - Disability, Carers and Need for Assistance - Children and Childcare

<sup>18</sup> Source: Australian Bureau of Statistics, 2016 Census of Population and Housing. Basic Community Profile Based on Place of Usual Residence

Source: Australian Bureau of Statistics, 2016 Census - Cultural Diversity and 2011 Census - Disability, Carers and Need for Assistance. Table generated using Tablebuilder. AGE10P - Age in Ten Year Groups by SSC by LGA and Unpaid Assistance to a Person with a Disability (UNCAREP).

Please note the ABS makes small adjustments to protect the confidentiality of data. These adjustments may cause the sum of rows or columns to differ by small amounts from table totals.

## Seniors caring for children

Grandparents are increasingly helping to look after their grandchildren. This is reflected in the 35% increase in seniors providing unpaid childcare in the past five years, with an additional 33 seniors aged 60 and over providing unpaid care for their own or other people’s children in 2016 compared to 2011, predominantly in the 60-69 age group, with fewer older seniors providing care (see Table 6 below).

Table 6: Senior provision of unpaid care for children (own or others’)

Age of senior provider	2011 Census	2011 % of total in age group	2016 Census	2016 % of total in age group	Change Persons 2011-2016	Change % 2011
60-69 years	71	13%	111	10%	40	56%
70-79 years	23	8%	16	3%	-7	-30%
80 years and older	0	0%	0	0%	0	0%
<b>Total</b>	<b>94</b>		<b>127</b>		<b>33</b>	<b>35%</b>

Source: Australian Bureau of Statistics, 2016 Census - Cultural Diversity and 2011 Census - Children and Childcare.

Table generated using Tablebuilder. AGE10P - Age in Ten Year Groups by CHCAREP Unpaid Child Care by LGA.

Please note the ABS makes small adjustments to protect the confidentiality of data. These adjustments may cause the sum of rows or columns to differ by small amounts from table totals.

## Seniors as volunteers

Seniors are an important part of the volunteer workforce, with volunteers aged 55 and over comprising 50% of all volunteers in 2016 as shown in Table 7 below. This is a slight increase from 46% compared to 2011, while volunteering across all age groups has decreased by 6% over the same period. There has been a large decrease in the 55-64 age group, offset by an increase in the 65-74 age group.

Table 7: Voluntary work for an organisation or group by age bracket

	2011 Census (Persons)	2011 Census (%)	2016 Census (Persons)	2016 Census (%)	Change 2011-2016 (Persons)	Change 2011-2016 (% 2011)
15-19 years	47	6%	41	5%	-6	-13%
20-24 years	16	2%	27	4%	11	69%
25-34 years	66	8%	73	10%	7	11%
35-44 years	132	16%	106	14%	-26	-20%
45-54 years	175	22%	141	18%	-34	-19%
55-64 years	188	23%	160	21%	-28	-15%
65-74 years	137	17%	169	22%	32	23%
75-84 years	49	6%	49	6%	0	0%
85+ years	0	0%	8	1%	8	0%
<b>Total</b>	<b>810</b>	<b>100%</b>	<b>763</b>	<b>100%</b>	<b>-47</b>	<b>-6%</b>
<b>Total residents 15+</b>	<b>2,774</b>	<b>29%</b>	<b>2988</b>	<b>26%</b>		
<b>Volunteers 55+ years</b>	<b>374</b>	<b>46%</b>	<b>386</b>	<b>50%</b>	<b>12</b>	<b>3%</b>

Source: Australian Bureau of Statistics. 2011 Census of Population and Housing. General Community Profile and 2016 Census of Population and Housing. Basic Community Profile Based on Place of Usual Residence.

Please note the ABS makes small adjustments to protect the confidentiality of data. These adjustments may cause the sum of rows or columns to differ by small amounts from table totals.

# LINKS TO OTHER PLANS AND REPORTS

## York Strategic Community Plan

The Shire's current Strategic Community Plan (SCP) 2016-2026 states that the community understands and supports a range of good quality accessible aged care services for the Shire. There is a wider regional view of York as a focal point for aged care residential services which attract an older population in search of those services.

The SCP lists the Council's eight strategic priorities for the next ten years. They include:

1. Building a strong economic future
2. Infrastructure: investing to retain asset value and positioning the community to be able to maintain the value of existing assets in the long term and reduce exposure of assets and associated services to the risk of decline
3. Being development ready
4. Maintaining levels of service with some limited levels of service increases where these deliver against strong community aspirations and can be accommodated with minimal overall rates impact
5. Advancing selected community partnership based projects
6. Achieving change via strong community networks and action
7. Significant advocacy on key issues facing the Shire
8. Developing strong governance and leadership capability.

The SCP also articulates the local community's aspirations for the Shire under five key theme areas. Five of the key themes consider the needs of seniors and age-friendly community related issues.

Table 8 provides a summary of the relevant themes and outcomes articulated in the SCP that align with key concerns raised by seniors, carers and service providers during the AFC Plan consultations. Column 3 of Table 8 also summarises the Council's commitments and strategic priorities over the next 10 years.

Table 8: York Strategic Community Plan (2016 – 2026) – Themes, Aspirations and Priorities<sup>19</sup>

Outcome No.	SCP Aspiration	Council Strategic Priorities and Commitments
<b>Theme 1: The Place to Live</b>		
<i>To be a place which is attractive and accessible for the young and elderly, and attracts people in the age groups in between to work and settle in the Shire.</i>		
1.2	Older citizens feel valued, safe and included, and that their wealth of knowledge and skills is useful to the community's future.	<p><b>SP4 - Levels of Service</b> Years 1 - 4</p> <ul style="list-style-type: none"> <li>Development of age friendly communities concept</li> </ul>
1.4	There are few barriers to people moving safely, freely and easily around the town of York and rural townships and to other communities	<p><b>SP4 - Levels of Service</b> Years 1 – 4</p> <ul style="list-style-type: none"> <li>Ongoing access safety improvements where medium to high risks have been identified</li> </ul> <p>Years 5 -10</p> <ul style="list-style-type: none"> <li>Extended footpath program (linked to street trees) Refer to 4.6 below</li> </ul> <p><b>SP5 – Advancing Selected Community Partnership Based Projects</b> Years 1 - 10</p> <ul style="list-style-type: none"> <li>Projects which will improve access for young people and the elderly</li> </ul> <p><b>SP7: Significant advocacy on key issues facing the Shire</b></p> <ul style="list-style-type: none"> <li>Passenger transport services into and out of York.</li> </ul>
1.5	Health, disability and family support services are accessible and locally provided wherever possible.	<p><b>SP7: Significant advocacy on key issues facing the Shire</b></p> <ul style="list-style-type: none"> <li>Access to local health services and improved passenger transport</li> </ul>
1.6	There is affordable and appropriate housing choice which allows people to stay in the Shire throughout their lives.	<p>The SCP lists four key residential and aged care developments are listed as responses to the Shires ageing population.</p> <ul style="list-style-type: none"> <li>Daliak Residential Precinct – will support growth of the town centre through the provision of up to 1,000 residential dwellings and a retirement village</li> <li>York Estates – a two-stage residential development on the eastern side of the Avon River offering in excess of 120 lots (released in 2007) alongside a further 70 at a future time</li> <li>Balladong Farm – 150 lot residential subdivision and aged care facilities within a historical setting</li> <li>Balladong Country Estate – 45 independent living units and a 26-bed aged care facility (completed 2012)</li> </ul>

<sup>19</sup> Note: In column 3 of the Table, Council Strategic Priorities have been labelled SP1 – SP8 for ease of reference back to the Strategic Priorities listed on page 27 of the York Strategic Community Plan.

Outcome No.	SCP Aspiration	Council Strategic Priorities and Commitments
		Further, rezoning of land for residential development has occurred in Gwambygine, Mount Hardey, Greenhills and Kauring.
1.7	York is known for being a positive, active and involved community	<b>SP2 - Infrastructure: Investing to Retain Asset Value</b> <i>Years 1 – 4 (Addressing risks arising from infrastructure gaps)</i> <ul style="list-style-type: none"> <li>▪ Replace significant at risk /failing assets (swimming pool)</li> </ul>
<b>Theme 2: A Leader in Cultural Heritage</b> <i>To be a place which is renowned for its cultural heritage and the quality of its natural environment, and for the care taken by the community of both.</i>		
2.7	The Shire of York is known for its green shady streets and parks – the coolest town in WA! – and its range of accessible ‘urban’ and more natural environments	<b>SP3 -Being Development Ready</b> <i>Years 1 – 4</i> <ul style="list-style-type: none"> <li>▪ A reviewed and adopted open space policy</li> <li>▪ a community facilities review and forward development plan</li> </ul> <b>SP4 - Levels of Service</b> <i>Years 1 - 4</i> <ul style="list-style-type: none"> <li>▪ Provision for some additional street tree planting (linked to community projects)</li> </ul>
<b>Theme 3: Driving the Economy Forward</b> <i>To have a vibrant, diverse and prosperous local economy which is sustainable in the long term, makes sustainable use of its natural and built heritage and community assets, and delivers benefit in the form of local jobs, business opportunities and a positive image for the Shire</i>		
3.1	The Shire's economic base provides for a range of employment opportunities, in particular skilled and full-time jobs.	<b>SP1 Building a Strong Economic Future</b> <ul style="list-style-type: none"> <li>▪ facilitation of clusters built around local strengths and building business resilience and capability.</li> </ul>
3.5	Opportunities exist for skills development and associated education linked to York businesses and organisations, including the Shire of York administration	<b>SP1 Building a Strong Economic Future</b> <ul style="list-style-type: none"> <li>▪ facilitation of clusters built around local strengths and building business resilience and capability</li> </ul>
<b>Theme 4: Built for Resilience</b> <i>To have a secured an infrastructure base which is affordable, is managed to a level of risk accepted by the community, supports a sustainable environment, increases rural and town resilience, and is responsive to community need.</i>		
4.6	The town of York has a network for well-maintained and well-integrated safe and reliable, roads, footpaths and cycle paths.	Refer also to 1.4 above <b>SP2- Infrastructure: Investing to Retain Asset Value</b> <i>Years 1 -4 (Addressing risks arising from infrastructure gaps)</i> <ul style="list-style-type: none"> <li>▪ Repair gravel footpaths in short term and build-up .5km of footpaths a year under current budgets</li> <li>▪ <i>Years 5 – 10 (New assets/upgrades)</i></li> </ul>

Outcome No.	SCP Aspiration	Council Strategic Priorities and Commitments
		<ul style="list-style-type: none"> <li>▪ Increase footpaths and street trees</li> </ul>
4.8	The town of York and other Shire communities have adequate public health services which are managed in a sustainable way	<p><b>SP3 -Being Development Ready</b> Years 5 – 10</p> <ul style="list-style-type: none"> <li>▪ A community facilities review and forward development plan.</li> </ul>
<p><b>Theme 5: Strong Leadership and Governance</b> <i>To be a community where there is effective and responsive leadership and governance, a sense of collective purpose and shared direction and a willingness and desire to work together for that future.</i></p>		
5.6	There are high levels of community engagement in decision-making	<p><b>SP8 – Developing Strong Governance and Leadership Capability</b></p> <ul style="list-style-type: none"> <li>▪ Increasing community access to information about Council business and projects</li> </ul>
5.8	Communication between the Shire and the community is open, smart, and efficient, uses a range of methods including social media, is factually informative and makes use of collaborative community networks.	<p><b>SP4 -Levels of Service</b> 1 -4 years</p> <ul style="list-style-type: none"> <li>▪ Improved availability of information on Shire matters (as per formal policies)</li> <li>▪ Greater focus on communication 5 -10 years</li> <li>▪ Improved quality and range of communication methods</li> </ul> <p><b>SP8 – Developing Strong Governance and Leadership Capability</b></p> <ul style="list-style-type: none"> <li>▪ A focus on improved communication by the Shire using a range of communication methods</li> </ul>
5.9	Community networks are supported and promoted as a way of increasing people’s involvement in civic life	<p><b>SP6 - Achieving Change via Strong Community Networks and Action</b> Ongoing</p> <p>Council has funded a community /economic development position to:</p> <ul style="list-style-type: none"> <li>▪ Work collaboratively with existing groups and organisations, including the Community Resource Centre (CRC)</li> <li>▪ Weave together community groups to work together on a range of projects of mutual interest that relate to the aspirations and priorities identified in the SCP.</li> <li>▪ Encouraging and supporting volunteers in conjunction with external agencies such as Volunteering WA.</li> </ul> <p><b>SP8 – Developing Strong Governance and Leadership Capability</b></p> <ul style="list-style-type: none"> <li>▪ A focus on community networking.</li> </ul>

## York Corporate Business Plan

The Shire of York Corporate Business Plan details the activities and services that Council will undertake over a four-year period to achieve the objectives of the Strategic Community Plan.

### Disability Access and Inclusion Plan (DAIP)

The Shire of York DAIP ensures that people with disability have equal access to facilities and services. It focuses on seven outcome areas: services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

The DAIP not only benefits people with disability, it also benefits the elderly, young parents and people from culturally and linguistically diverse backgrounds. As such, there are some direct links with this Age Friendly Community Plan with regards to aspects such as ACROD parking, footpaths, communication and general accessibility.

### Wheatbelt Aged Support and Care Solution/s – Final Report

The Shire of York was also included as part of a study of Aged Support and Care Solution/s in WA's Wheatbelt region that began in 2012, with the final report released in 2014. The report outlined Aged Care Solutions for the Wheatbelt that:

- Support ageing in place (services assisting the aged to remain in their communities)
- Identify existing and required infrastructure and service development needs
- Provide a range of actions and responsibilities to effectively implement proposed solutions

The project envisaged aged support and care as resting on four planks that help give perspective on where the challenges are and what the focus should be in supporting older people to age in their Wheatbelt communities. The four planks are:

- Continued development of age friendly communities.
- Further development of older persons housing
- Extending community aged support and care — mainly Home and Community Care (HACC) support and Home Care packages
- Reshaping residential aged care

# KEY FINDINGS OF THE AGE-READINESS AUDIT

An Age Friendly Audit was undertaken during July and August 2017. The audit captured information for the purposes of identifying whether the Shire is an age-friendly community across the “Age Friendly domains” that are particularly relevant to the wellbeing of seniors. The information from the Audit enables the Shire and the community to assess where improvements are needed and assist in informing the wider age friendly community planning that will guide future activities and investments. The audit report was prepared using the Wheatbelt Development Commission’s Age Friendly Community Planning Audit Tool and the full audit report is available on request.

The following is a summary of the Audit findings.

## Health and community services

- There is a GP service located in York.
- York Hospital is located on the edge of town. Whilst there are a number of other hospital facilities within 60 minutes of the York townsite full Accident and Emergency services are only available at Midland.
- There are two dental services located in the town and there are further dental services within 60 minutes including in Mundaring.
- There are Allied Health Services including Psychological Services and an Occupational Therapist, Speech Therapy, Dietitian, Asthma, Physiotherapy, Child and Mental Health.
- There is a Home and Community Care Service (HACC) providing a comprehensive range of services.
- There is a pharmacy in the York CBD.
- There is busy shopping precinct providing a range of retail services. Most of the shops have entries that are accessible and there is ample parking. There are accessible public toilets adjacent to the town centre however these are not very close to the main shopping area. Additional seating in the main shopping area would be an advantage.
- There are residential age care and independent living options.

## Outdoor spaces

- The Town has seven parks that were audited. These are well-maintained and generally accessible. In some cases these may be enhanced by additional seating and shade.

## Public buildings

- Public buildings that were audited, including the Town Hall and Shire Office, Community Resource Centre and York Recreation and Convention Centre, and York Swimming Pool were accessible to people with disability. There was sufficient specific Australian Council for

Rehabilitation of Disabled (ACROD) parking available although in the main shopping area there may not be sufficient specific parking.

### Transport and movement

- The audit identified that footpaths in the town centre were generally well cared for and provided good linkages to various services. The further out from the centre of town the footpaths where they existed tended to be narrower and to have rougher surfaces. There are no pedestrian crossings but in the town centre there are crossing points.
- Traffic signs were found to be visible and generally well placed within the Shire.
- There is no public transport available within the Shire of York. There is HACC transport and a “taxi-like” service provided by a local person who also will drive people to Perth.

### Housing

- The audit found there are small waiting lists for units within the town designed for older people. The town has professional tradespersons that are respectful and helpful to their elderly customers. The public housing is well maintained and the HACC service also assists.

### Sport and recreation

- There is a range of sporting and recreation facilities that cater for people across a range of abilities. The York Recreation and Convention Centre is a modern multipurpose centre with good accessibility to all activities.

### Social participation

- There is a range of volunteering activities for seniors in the Shire of York. There is a very active Community Resource Centre that supports volunteering opportunities.

### Respect and social inclusion

- The audit did not identify specific elements of respect and social inclusion. The views of seniors on the matter were obtained through the survey and focus group meetings.

### Communication and information

- The audit did not identify specific elements of communication and information. The views of seniors on the matter were obtained through the survey and focus group meetings.

## COMMUNITY ENGAGEMENT

### Methodology

The community engagement was undertaken via a seniors’ satisfaction survey, and focus groups, as outlined below.

## Seniors' Satisfaction Survey

Between July and August 2017, 95 residents participated in the Shire of York's Seniors' Satisfaction Survey and rated their satisfaction with nine domains of age-friendliness that influence the health and quality of life of older people.

1. Health and Community Services
2. Outdoor Spaces and Buildings
3. Transportation and Movement
4. Housing
5. Sport and Recreation
6. Social Participation
7. Respect and Inclusion
8. Civic Participation and Employment
9. Communication and Information

Of the 95 respondents who participated: 97% were 60 years and over<sup>20</sup>; 71% were female; and 24% identified as a person with a disability. Most were retired (83%), however those who weren't reported that they either worked full time (3%), part-time (11%), or were involved in unpaid home duties (3%).

The survey findings indicated that respondents were most satisfied<sup>21</sup> with outdoor spaces and buildings (69%); social participation opportunities (68%); and communication and information (64%).

The highest levels of dissatisfaction<sup>22</sup> related to health and community services (37%), and transport and movement (32%).

Respondents were most neutral on transport and movement.

## Community Focus Groups

Three community focus groups were held, involving a total of 24 people.

## Key Findings - Summary

- Overall dissatisfaction with health services in the Shire, particularly regarding the shortage of a doctor at York Hospital for after hours or weekend health services, and concerns regarding the scope and quality of the telehealth service

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<sup>20</sup> Survey respondents included three people who were aged between 55 – 59 years.

<sup>21</sup> Where respondents gave a rating of 'satisfied' or 'very satisfied'

<sup>22</sup> Where respondents gave a rating of 'very dissatisfied' or 'dissatisfied.'

- A call for more facilities and services in the Shire to allow people to 'age in place'. Palliative care was one type of service that was mentioned
- Desire for increased provision of public toilets in the town centre
- Transport, particularly to access health services, is a significant issue for many seniors
- Seniors would value more ACROD bays at facilities they access regularly
- The need for more home services for seniors and improved resourcing of existing Home and Community Care (HACC) services.
- Significant interest in a heated pool in the Shire
- Suitable housing and/or aged care facilities to meet the needs of an increasing ageing population
- The need to improve access and safety for seniors within the community through the provision of ramps, improvements to the uneven surfaces and width of local footpaths for seniors using mobility aids.

## Key Findings - Domains

### Health and Community Services

Survey participants indicated that the provision of health services was the single most critical issue for seniors living in the Shire; with 30 out of 80 participants identifying it as the most critical of all the issues.

Of the senior residents who participated in the written survey, 37% reported that they were either dissatisfied or very dissatisfied with the provision of local health and community services. Dissatisfaction was highest for hospital (34%) and GP/health centre service provision (34%).

*"I am extremely concerned about the lack of health facilities in the Shire. The fact that there is no Doctor in attendance at the York Hospital leaves us older residents feeling very vulnerable..." (Senior survey participant 2017)*

Despite this, 36% of respondents indicated that they were either satisfied (23%) or very satisfied (13%) with health and community services. Respondents were most satisfied with the local pharmacy; 94% of respondents reporting they were happy with pharmacy access and 92% with pharmacy service provision. Dental services received the next highest satisfaction rating; 62% of respondents indicating they were satisfied with for access and 60% with service provision.

Focus group consultation discussions focused largely on the shortage of local doctors, inadequate services at York Hospital, and the lack of any after hours or weekend health services, requiring travel to other locations for treatment.

Some senior participants also indicated that they were keen to stay and ‘age in place,’ either in their own home or within local aged-care facilities. Comments included concern about the lack of in home help (including maintenance assistance), limited beds in local age-care facilities, and the lack of palliative care services, that would allow them to do so.

### Outdoor spaces and buildings

Survey participants who commented on the domain of ‘outdoor spaces and buildings’, rated their satisfaction with the Shire’s buildings, parks, footpaths, roads, public toilets and seating. There was a high level of satisfaction with outdoor spaces and buildings among survey participants, with just over two thirds (69%) indicating that they were either satisfied (63%) or very satisfied (6%). A high proportion of participants indicated a high level of satisfaction with the Shires parks and open spaces (88%), and their ability to access them (89%). Only 11% reported that they were ‘dissatisfied’, whereas none of the survey respondents said they were ‘very dissatisfied’.

Of survey participants who were dissatisfied; 20% were equally dissatisfied with both public toilets and outdoor seating areas, and 11% were dissatisfied with general building accessibility.

*“There is a need for public toilets in the main street. Current toilets are a long way from the CBD” (Senior survey participant, 2017).*

Survey participant comments also included the need to improve street signage to public toilets, provision of more shaded seating and interest in making York more dog friendly for seniors who rely on dogs for companionship and exercise.

### Transportation and Movement

Survey participants who commented on the domain of ‘transportation and movement’ rated their satisfaction with the Shire’s public transport, signage, and parking, particularly ACROD parking. The survey indicated a mixed response in that around the same proportion of survey respondents were satisfied and very satisfied (34%), as dissatisfied or very dissatisfied (32%) with transportation and movement within the Shire. An almost equivalent proportion of people said they were neither satisfied or dissatisfied (30%).

A more detailed examination of the survey results indicated that respondents were most satisfied with the provision of road signage (65%) and to a lesser degree, with the provision of footpaths (41%). It is important to note however that 32% of respondents indicated they were dissatisfied or very dissatisfied with the provision of footpaths.

The greatest extent of dissatisfaction focused on quality of footpaths (39% dissatisfied or very dissatisfied), and provision of public and community transport (38%).

*“There is none in town except when HACC takes people to medical appointments out of town or sometimes in town. Buses are not run on a daily basis and getting to a train at Northam is problematic and the trains do not run on a daily basis. So even*

*getting to Northam or Midland is problematic for many, let alone to Perth City or the other outer-suburbs.” (Senior survey participant, 2017).*

It is important to note the very large number of respondents who chose don't know/not applicable for the questions about ACROD parking, physical access to public and community transport and the provision of public and community transport. Despite this, there was a number of comments made by survey and focus group participants about the inadequate number of ACROD bays in the central business district of York town.

Other issues raised included the need for more public transport, private and community buses, footpaths and building access ramps wide enough to accommodate mobility aids (i.e. gophers, wheelchairs, walking frames etc.). Participants who did not have their own transport indicated that they relied heavily on HACC services and it was hard for them to access the town for shopping, and health and medical services both in and outside of the town.

## Housing

Survey participants who commented on the domain of 'housing,' rated their satisfaction with aged care housing, home maintenance assistance, home modification assistance and rental affordability. It should be noted, that many of the participants lived in their own homes (82%), whereas only 18% lives in 'other forms of housing such as rental, subsidised accommodation and other forms of housing such as retirement villages and lodges. As such, many participants had no recent exposure to housing conditions (rental or sale) and were not familiar with the typical issues facing seniors living in homes they do not own, such as affordability, availability and suitability. This was confirmed by the survey results and many of the comments made by participants in both the survey and the focus groups. The survey results indicated that although 29% of respondents were satisfied or very satisfied with housing and only 7% were dissatisfied, the largest proportion of responses was "don't know/not applicable" (40%). In addition, almost one in four respondents was unable to have a clear opinion and opted for neither satisfied nor dissatisfied (22%).

The highest rates of satisfaction related to physical access to retirement village/seniors housing (43% satisfied or very satisfied), followed by provision of retirement village/seniors housing (38%). Despite this provision of retirement village/seniors housing also received the highest of dissatisfaction (16% dissatisfied or very dissatisfied), followed by rental affordability for seniors (13%).

Participants from the survey and focus groups commented on housing, focusing predominantly on the housing affordability issue and the availability of this housing in the face of increasing future demand. Survey participants raised other concerns related to aged care facilities being full and the limited number of small units and houses in close proximity to the town and service providers. The cost of maintenance services was also raised.

## Sport and Recreation

Survey participants who commented on the domain of 'sport and recreation', rated their satisfaction with the availability of recreation and sports activities as well as physical access to participation. Just over half (58%) of the survey respondents were satisfied or very satisfied with sports and recreation facilities in the Shire of York, and only 9% were dissatisfied or very dissatisfied there is a high level of satisfaction with the availability of arts and crafts, access to clubs and sporting facilities in general and for seniors in particular.

While most aspects of this domain received a high level of satisfaction, even the lowest rated aspect of "physical access to sports and recreation facilities for seniors" still received a sizable 46% satisfied or very satisfied rating by survey respondents.

Survey participants were primarily interested in a heated pool and assistance with transportation to participate in sports and recreation. There was interest in a mini-bus to collect seniors from home. Additional concerns were also raised about the condition and availability of parking, particularly ACROD parking near the recreation centre and the need for the Croquet Club to be updated. Focus group participants also raised ACROD parking and the cost of the fees associated with local sport and recreation.

## Social Participation

Survey participants who commented on the domain of 'social participation', rated their satisfaction with local events and activities. Generally, most participants reported high levels of satisfaction with the opportunities for social participation in the Shire. Barriers to participation identified included; concern for accessibility (including transport) to the events; and timely information about up-and-coming events and activities.

Overall, 68% of survey respondents were satisfied or very satisfied with social participation opportunities and only 4% were dissatisfied. Just under two thirds of survey respondents (59%) reported participating regularly in events and activities in the Shire. When asked if there was anything else that could be done to encourage greater participation, 14% felt that increased activities over a longer duration, more arts and crafts, updates to the Croquet Club facilities and access to a local heated pool would improve participation greatly.

Other comments related to difficulties in accessing the building and upstairs rooms in the Town Hall building for meetings.

## Respect and Inclusion

Survey participants who commented on the domain of 'respect and inclusion', rated their satisfaction with the respect for and inclusion of, seniors in their community. Just over half the survey respondents (59%) were satisfied or very satisfied with levels of respect and inclusion in the Shire, and only 6% were dissatisfied/very dissatisfied. However, approximately one quarter had no clear opinion either way (23%) and 12% chose don't know/not applicable. Of the comments made,

the need for others to consult seniors and ensure their voices are heard, were two of the main concerns raised by seniors.

*“There are people who have a wealth of knowledge and skills from amazing careers and lives that maybe no-one knows about and hence do not utilise towards the building of a strong community including a strong and vibrant seniors’ community which we will have to become if we are to lead healthy (hence less costly to Shire and Health Services) productive lives for as long as possible. USE OUR SKILLS AND INTERESTS!” (Senior Survey participant, 2017)*

A high proportion of respondents were able to claim they felt included in the community (61%) and felt well respected by younger people (53%). A very small number claimed very little inclusion in the community (6%) and very little respect by younger people (8%).

### Civic Participation and Employment

Survey participants who commented on the domain of ‘Civic Participation and Employment’, rated their satisfaction with opportunities for seniors to participate in volunteering, paid employment and training.

Around one in three survey respondents was satisfied or very satisfied with civic participation and employment opportunities in the Shire (32%). Very few residents were dissatisfied (9%). Almost half were neither satisfied nor dissatisfied. Whilst 68% of survey participants volunteered, some mentioned the desire for more volunteering opportunities. Most participants were satisfied with volunteering opportunities, but named transport and insurance as barriers to participation. Some participants called for more training at the CRC.

### Communication and Information

Survey participants who commented on the domain of ‘Communication and Information’, rated their satisfaction with communication and information accessibility among seniors in the Shire including access to computers and the internet, and satisfaction with availability and accessibility of information.

Almost two thirds of the survey respondents were satisfied or very satisfied with the extent of communication and information distribution throughout the Shire (64%), while 16% were dissatisfied with communication and information.

Comments noted the need for better communication and age-appropriate methods of communication, mostly printed materials and notices in key locations, not just relying on websites and social media. There were calls for the information being updated more frequently, as well as comments about ensuring visibility (large fonts and not hidden behind glass). Some focus group participants identified the need for more information about the NBN, and access to live Council meetings by video feed.

# ACTION PLAN

The action plan identifies the priority actions that have emerged from the process of research, analysis and engagement. For each domain, objectives have been developed to contribute to the overall goal. For each objective, the actions have been flagged as high, medium or low priority. In each case, the following relevant role or roles for the Shire are identified, which have come from the Shire of York Strategic Community Plan:

- Delivery of Facilities and Services
- Regulation
- Facilitation
- Influence and Advocacy
- Civic Leadership

## Health and Community Services

### Goal

An age-friendly community that helps seniors to stay healthy, active and independent through health and community services.

HEALTH AND COMMUNITY SERVICES					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Improve the provision of medical services	<ul style="list-style-type: none"> <li>Council will actively support the availability of a doctor resident at the hospital. The cost of housing and a vehicle has been included in the budget.</li> </ul>				Influence and Advocacy
Improve affordable transport options for health services	<ul style="list-style-type: none"> <li>See Transport and Movement</li> </ul>				Facilitation Influence and Advocacy
Improve health and community services to support ageing in place	<ul style="list-style-type: none"> <li>Identify priority gaps and advocate for services to support aging in place</li> <li>Work with the school and other relevant organisations/groups to encourage volunteering for seniors by young people</li> <li>Advocacy to maintain and improve HACC services (or equivalent)</li> </ul>				Influence and Advocacy Facilitation

## Outdoor Spaces and Buildings

### Goal

An age-friendly community where seniors live in an environment that includes open spaces and buildings that are safe and easy to navigate.

OUTDOOR SPACES AND BUILDINGS					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Improve the provision of public toilets in the CBD	<ul style="list-style-type: none"> <li>Explore opportunity for funding of a universal access toilet facility (eg: Changing Places)</li> <li>Avon Terrace Revitalisation Plan to consider universal access toilet facility</li> <li>Liaise with landowners and other stakeholders to identify and access potential location for toilets</li> <li>Ensure clear signage to public toilets where applicable</li> </ul>				Delivery of Facilities and Services
Improve shade and seating in parks and the CBD	<ul style="list-style-type: none"> <li>Consider improvements as part of the capital works program, and incorporate the senior's requirements (eg accessible seating) into standards.</li> </ul>				Delivery of Facilities and Services

## Transport and Movement

### Goal

An age-friendly community where seniors can get out and about, using a range of affordable, user-friendly transport services; and safe, accessible paths.

TRANSPORT AND MOVEMENT					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Progressively improve quality of footpaths to increase accessibility to services	<ul style="list-style-type: none"> <li>Consider the needs of seniors in planning for maintenance and upkeep of existing footpaths</li> </ul>				Delivery of Facilities and Services
Improve affordable transport options for healthcare, recreation, social inclusion and civic participation	<ul style="list-style-type: none"> <li>Investigate expanded/more effective volunteering for community transport provision, which might have both telephone and App technology enabled functionality such as a “Yorber” (“York Uber”). Alternatively, this could be part of a community time bank initiative or similar.</li> </ul>				Facilitation Influence and Advocacy
Increase ACROD parking near services	<ul style="list-style-type: none"> <li>Undertake a review of ACROD parking in the town centre as part of the DAIP review</li> <li>Consider increased ACROD parking on the main street as part of the DAIP review</li> <li>Review time restrictions on parking</li> </ul>				Delivery of Facilities and Services

## Housing

### Goal

An age-friendly community where seniors' housing options are affordable, accessible and close to transport and community services.

HOUSING					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Enable affordable housing options to meet future needs	<ul style="list-style-type: none"> <li>Ensure the Town Planning Scheme review provides for a diversity of housing options</li> </ul>				Regulation
Encourage the housing-related awareness and services to support ageing in place	<ul style="list-style-type: none"> <li>Liaise with York Business Association to raise awareness of the potential business opportunities for the provision of services (eg maintenance and modifications) for seniors in their homes</li> <li>Publicise the Wheatbelt Development Commission's list of housing features to consider for seniors' accessibility</li> <li>Advocate with Housing Authority regarding allocation of designated public housing for local seniors</li> </ul>				Influence and Advocacy

## Sport and Recreation

### Goal

An age-friendly community supports seniors to be active in sport and recreation activities within their communities.

SPORT AND RECREATION					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Improve affordable transport options for sport and recreation	<ul style="list-style-type: none"> <li>See Transport and Movement</li> </ul>				Facilitation Influence and Advocacy
Consider the provision of a heated swimming pool	<ul style="list-style-type: none"> <li>Investigate feasibility, potential funding opportunities for construction, and community willingness to pay the high ongoing operating and renewal costs through rates.</li> <li>Investigate whether there is an opportunity for a private operator to build a heated therapy pool working in conjunction with the hospital and allied health services</li> </ul>				Delivery of Facilities and Services

## Social Participation

### Goal

An age-friendly community where seniors are supported to be active in their community doing the things they enjoy including a wide range of leisure, social, cultural, and spiritual activities.

SOCIAL PARTICIPATION					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Improve accessibility of Council Chambers	<ul style="list-style-type: none"> <li>Publicise that the lift is now operating smoothly and promote its use</li> <li>Paint a yellow line on the ground where people should not stand</li> <li>Investigate video link facilities for meetings</li> </ul>				Delivery of Facilities and Services
Improve affordable transport options for community activities and events	<ul style="list-style-type: none"> <li>See Transport and Movement</li> </ul>				Facilitation Influence and Advocacy

## Respect and Inclusion

### Goal

An age-friendly community where seniors from all backgrounds are valued and appreciated and they contribute to local decisions and issues. No one is excluded based on race, geography, culture, language, gender, sexuality, ability or socioeconomic status.

RESPECT AND SOCIAL INCLUSION					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Ensure seniors are engaged in Shire decisions and issues	<ul style="list-style-type: none"> <li>Review current communications for consultation (see also Communication and Information)</li> </ul>				Delivery of Facilities and Services Civic Leadership
Utilise seniors' skills as a community resource	<ul style="list-style-type: none"> <li>Coordinate with CRC to increase use of seniors' skills (see also Civic Participation and Employment)</li> </ul>				Facilitation

## Civic Participation and Employment

### Goal

An age-friendly community where seniors participate in employment, training, lifelong learning and volunteering.

CIVIC PARTICIPATION AND EMPLOYMENT					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Increase and promote opportunities for volunteering	<ul style="list-style-type: none"> <li>Coordinate with relevant organisations/groups to increase and promote opportunities for volunteering by seniors</li> </ul>				Facilitation
Improve affordable transport options for civic participation	<ul style="list-style-type: none"> <li>See Transport and Movement</li> </ul>				Facilitation Influence and Advocacy

## Communication and Information

### Goal

An age-friendly community that assists seniors to access the information they need in a variety of formats to stay informed and connected with their communities, families and friends.

COMMUNICATION AND INFORMATION					
Objectives	Actions	Priority			Shire Role/s
		High	Med	Low	
Access to information in paper formats	<ul style="list-style-type: none"> <li>Use noticeboards (large poster format), update more regularly/frequently</li> <li>Explore the installation of a Council noticeboard on the main street</li> <li>Continue to utilise the Community Newspaper and the local Community Radio Station to promote and communicate Shire news in a timely manner</li> </ul>				Delivery of Facilities and Services
Improve digital access for seniors	<ul style="list-style-type: none"> <li>Collaborate with the CRC to provide computer literacy training and education for community members</li> </ul>				Facilitation
Ensure feedback is given on the results of community engagement	<ul style="list-style-type: none"> <li>Create a 1 page summary of key points (eg: this AFC Strategy) for the newspaper, posters, the website so people can get a quick snapshot of what was said/decided</li> <li>Put signs on projects that are outputs of consultation – for example if a Universal Access Toilet gets built, have a sign that says “brought to you by the York Age Friendly Community Plan” or similar. Or when a footpath gets fixed up, have a notice that connects it to the relevant consultation.</li> </ul>				Delivery of Facilities and Services Civic Leadership

# IMPLEMENTATION AND MONITORING

This Plan will be incorporated into the Shire’s work program as part of its regular corporate planning. Resourcing of any new or expanded initiatives will need to be considered through the process of the Shire’s Integrated Planning and Reporting.

This Age Friendly Community Plan reflects the Shire’s strong commitment to optimising opportunities for health, participation and security for ageing community members. This commitment is aligned to the *Western Australia State Government an Age Friendly WA: The Seniors Strategic Planning Framework*.

The Shire is not the only agency with responsibility for ensuring an age-friendly community and the exact contribution it makes, is difficult to measure. Indicators outlined below will rely on consultation with community, relevant stakeholders and service providers. A large number of other factors influence how the ageing population experience community life across the nine age friendly domains identified in this Plan. However, the Shire will monitor the following key indicators to track progress towards being an age friendly community.

## Indicators

- Seniors’ satisfaction (re-survey every two years)
- Increased medical coverage and access to doctor services at York hospital
- Increased provision of public toilets in the town centre
- Footpath improvements undertaken
- Increased participation by seniors in sport and recreation clubs and activities
- Increased volunteering by seniors